



Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

Wildfires – Disaster Response

Molina Healthcare wants to ensure that members who may have been displaced and affected by the recent wildfires have access to their needed medications, DME or medical supplies. We are sending this communication to remind our providers of the processes in place to assist any impacted Molina members.

- Emergent and urgent services do not require prior authorization
- Our Pharmacy department will allow:
 - Emergency fill for lost prescriptions, early fills, extended days' supply and/or stolen or damaged medication overrides for members affected by the fires
 - Overrides for additional rescue inhalers given the decreased air quality, regardless of the patient's location

Note: Molina network pharmacies have been advised and authorized to make these overrides.

- Authorization requests for members needing replacement DME and medical supplies will be handled expeditiously.
 - Providers should indicate on the prior authorization request that it is urgent and the member does not have access to or has lost the item due to being displaced by wildfire
 - These requests can be submitted via fax or phone via the numbers below
- Member resources/information can be found on our member public website at MolinaHealthcare.com

If you have questions, please contact appropriate Molina departments:

Pharmacy: (855) 322-4082 or fax (800) 869-7791

Healthcare Services: (855) 322-4082 or fax (800) 767-7188

Provider Services: (855) 322-4082

Providers can also view and submit claims and authorizations in the Availity Essentials portal here:

<https://provider.molinahealthcare.com/>

If Molina members need additional assistance or have questions, they can call Member Services at (800) 869-7165, TTY 711. Hours: 7:30 a.m. – 6:30 p.m., Monday-Friday.

Reminder -- Molina Virtual Urgent Care – is available

Virtual urgent care is available at no cost to all Molina members. This is a convenient resource for members with minor conditions or who are affected by poor air quality or unable to see their provider. Members can talk or video chat with a provider from wherever they are 24/7.

Medicaid members: <https://member.teladoc.com/molinawa/> (844) 870-6821, TTY 711

Marketplace members: <https://teladoc.com/MolinaMarketplace/> 800-TELADOC (800-835-2362)

Medicare members: Search the Molina Provider Online Directory at <https://molina.sapphirethreesixtyfive.com/> to find a Primary Care Physician who is able to provide services online or over the phone.

As always our goal is to provide you with excellent service. Thank you for your service to Molina members.